

CLAIMS

I claim:

5 1. A computer-aided technician dispatch system comprising:
 a communications system linking a plurality of subscribers, a team of technicians,
 a service representative, and a user;
 an input terminal for receiving information, said information comprising
 service request information from the plurality of subscribers;
 work order information from the team of technicians;
 technician information from said team of technicians; and,
10 quota information;
 a server coupled to the input terminal for processing the service request
information and for generating a graphical representation of the service request information; and,
 a display for receiving the graphical representation of the service request
information and for presenting said graphical representation to a user.

15 2. ~~The system of claim 1, wherein said communications system comprises a telephone.~~

 3. The system of claim 1, wherein said communication system comprises at least one
portable computer.

 4. The system of claim 1, wherein said communication system comprises at least one
facsimile machine.

20 5. ~~The system of claim 1, wherein said communication system comprises electronic mail.~~

 6. The system of claim 1, wherein said communication system comprises at least one radio.

 7. ~~The system of claim 1, wherein said display further presents said service request
information to said user.~~

 8. The system of claim 1, wherein said display further presents said work order information
25 to said user.

 9. ~~The system of claim 1, wherein said graphical representation is presented in a map
window.~~

 10. ~~The system of claim 1, wherein said service request information is presented in a service
request information window.~~

30 11. ~~The system of claim 8, wherein said work order information is presented in a work order
window.~~

SUBA4 12. The system of claim 1, wherein said server comprises:

map generation means;
service request processing means; and,
a database.

5 13. The system of claim 12, wherein said server further comprises work order processing means.

14. The system of claim 12, wherein said server further comprises technician information processing means.

15. The system of claim 12, wherein said server further comprises automatic routing means.

10 16. The system of claim 12, wherein said server further comprises work order generating means.

17. The system of claim 1, wherein said technician information comprises:

schedule information;
start location information;
end location information; and,
skill information.

SUBA5 18. The system of claim 1, wherein said schedule information comprises:

scheduled hours information; and,
scheduled areas information.

20 19. The system of claim 1, wherein said information can be edited by the user.

SUBA6 20. A method for computer-aided technician dispatch comprising:
communicating over a communications means with a plurality of subscribers and a team of technicians;

receiving information, said information comprising:

25 service request information from the plurality of subscribers, and,
work order information from the team of technicians;

entering the information in an input terminal, said input terminal coupled to a server;
processing the information, said processing resulting in a graphical representation of the information; and,

30 displaying the graphical representation to a user.

34 21. The method of claim 20, wherein said technician information comprises:

schedule information;
start location information;
end location information; and,
skill information.

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 ~~22~~ The method of claim ~~21~~²⁴, wherein said schedule information comprises:

scheduled hours information; and,
scheduled areas information.

23. The method of claim ~~20~~²¹, further comprising updating equipment.

24. The method of claim 23, wherein said step of updating equipment comprises refreshing
a converter.

25. The method of claim 23, wherein said step of updating equipment comprises adding a
converter.

26. ~~The system of claim 20, wherein said communications system comprises a telephone.~~

27. The system of claim 20, wherein said communication system comprises at least one
portable computer.

28. The system of claim 20, wherein said communication system comprises at least one
facsimile machine.

29. The system of claim 20, wherein said communication system comprises electronic mail.

30. The system of claim 20, wherein said communication system comprises at least one
radio.

31. The method of claim ~~20~~²¹, wherein said graphical representation is presented in a map
window.

32. The method of claim ~~20~~²¹, wherein said service request information is presented in a service
request window.

33. The method of claim ~~20~~²¹, wherein said work order information is presented in a work
order window.